Abstract

A system and method of changing entity configuration information in a call center is disclosed. By automatically monitoring entities in a call center, selecting an entity in the call center, and modifying configuration information of the selected entity, keeping track of entities in a call center is automated. Agents and consoles are examples of entities monitored in the call center. When agents or consoles change physical location, the electronic floor plan is automatically updated to reflect the new physical location information for the agents and consoles. Further, a supervisor of a call center can change entity configuration information by selecting an entity on the electronic floor plan.

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